

Tell Us Your Story

We are proud of our Catholic Values that guide our business decisions. As such, we strive to provide an exceptional credit union experience.

The credit union was founded in 1961 by Father O’Gorman at St. James Parish.

Please take a moment to answer the next couple of questions.

How did you first learn about the Credit Union?

Describe your experience and what is it about the Credit Union that keeps you coming back?

We would like to learn about your story by secure web link at www.parishionersfcu.org, by phone, fax, or in person.

Responses will remain confidential and only be used for credit union purposes in order to provide you with a better credit union experience.

PARISHIONERS FEDERAL CREDIT UNION
2355 Crenshaw Blvd, Suite 100
Torrance, CA 90501

www.parishionersfcu.org

OFFICE HOURS
Mon/Tue/Thu 8:30am–5:00pm
Wednesday 10:00am–5:00pm
Friday 9:00am–6:00 pm

E-MAIL FOR MEMBER SERVICE
members@parishionersfcu.org

We’ve recently implemented a new secure email service that will allow you to send sensitive account information to us and us back to you. When sending an email to members@parishionersfcu.org, include [encrypt] in the subject line or in the body of the text and your email will be sent to us securely. Be sure to include the brackets []. When we respond with an encrypted message, you will be prompted (the first time only) to setup a user name and password with McAfee E-mail security services.

24 HR TELEPHONE BANKING
800.599.7433

PHONE
Office: 310.320.4588
Fax: 310.320.2405
Loan Fax: 310.320.5314

Please join us for the

53rd Annual Meeting of the Membership

April 16, 2014

here at the Torrance office at 6:30 pm.

Election results and other Credit Union business will be presented and light refreshments will be served.

Incumbents are:

Eileen O’ Brien, Parishioner of Our Lady of Guadalupe Parish

Robert Wheeler, Parishioner of St. Lawrence Martyr Parish

Dennis Branconier, Parishioner of St. John Fisher Parish

Go Green with eStatements

When you switch to eStatements, you’re doing more than just simplifying your finances.

In addition to helping clear out clutter, you also reduce the risk of fraud and identity theft.

Call us and Go Green today.

You can also view your statement through home banking and download it into Quicken.

Plus, use home banking to pay bills and transfer money between accounts and/or to other member’s accounts from your computer or mobile device at www.parishionersfcu.org

Feel THE Love

Personal Loans
with rates as low as

5.75%

APR

The 2014 **MONTH OF LOVE**
at Parishioners Federal Credit Union
runs from February 14 to May 15, 2014.

Feel the love on personal loans up to \$15,000.
Call Regina or Rebecca - they'd love to help.

Protecting your information.

TJMaxx, Target, Neiman Marcus...where does it end? It never ends. All we can do is be more diligent as credit and debit card fraud become more commonplace. Be careful with who you give your social security number to - most places don't really need it. Some other tips: sorry, but no you did not win the lottery - do not deposit or attempt to cash those checks or any other check you are not expecting. Some fraudsters mass mail checks for small amounts of money - one or two dollars (or even less) knowing that you will deposit the check. Then they have your account information once they view the cancelled check. And yes, it is a federal case to process your change of address; as this is red flag #1 in account takeover attempts. Yes, we are going to place a return call to you before wiring out any funds - and that number better match our system - and that number had better not been recently changed. We are very careful to protect your funds. It's always better to be safe than sorry when dealing with someone else's money. That is why we were very quick to block debit card activity the moment we got word of the Target compromise. We had 148 members affected and no one lost a penny. Yeah, it was a hassle because some of you were still shopping, but that is how it goes with these kinds of fraud. The bad guys can spend your money faster than you can, so time is of the essence. It would have been a bigger hassle to come to find out your money is gone - then how are you going to shop? It's always better to block first and find out you still have your money. Please advise us with your current phone numbers so that we can reach you in the event of another data breach and please advise us when traveling so that we can better monitor your account and so that you are not denied when using your debit card.



A Message from the PFCU President

Thank you for all of the wonderful comments given to me about my last President's message. We are getting so many testimonials too. If you haven't already done so, or if you'd simply like to respond again, please take a moment to tell us your story. The Los Angeles Times business section had a story recently about how companies use rewards cards to track your purchases and to mine your data so that they can better spend their marketing dollars to get you to buy what they want. Many companies also purchase information from data brokers to complete your profile with them. We don't do any of that nonsense. Here is the data I want from you...tell us your story. What is it that keeps you coming back to the Credit Union? This is *your* Credit Union, so I know each of you have your own thoughts about your experience here. Please let us know, and please let your family and friends know too. The overwhelming response has been that you enjoy your membership here because we treat you like family. What better place to spread the word of Credit Union membership than with your family and friends.

I have been around a long time, so I have lots of stories. Here is a favorite of mine. It was the 3rd Wednesday in December; a cool and clear night. A perfect night for a Christmas party - one that we had here at the Credit Union office about 10 years ago. After a time of visiting with family and friends, enjoying the music, the cartoonist, and Santa, it is time for the gifts. I am surrounded by so many children that I can hardly move. Up front and center are two little girls, who are friends with each other - each with the glimmer of hope in their eyes that they would win a gift. Many children received a gift, but to add magic to that night, both girls indeed won an iPod mini! Both girls will turn 18 soon, but forgive me that I still see you as children when you visit the office now. Thanks for the special memories Claire and Sarah. It is stories like this that make the entire Credit Union a special place.

Helping make the Credit Union special for you is my Credit Union family of staff members. Having anniversaries in the 1st quarter of 2014 are Nicole (2 years), Jacqueline and Kevin (both 3 years), Suhair (6 years), and Regina (19 years).